MAINTENANCE & TROUBLESHOOTING

This section describes how to:

- clean the lens
- clean the fan intake filter
- replace the projection lamp
- replace the batteries in the remote control
- use the Kensington lock feature
- troubleshoot the projector

Cleaning the Lens

Follow these steps to clean the projection lens:

1. Apply a non-abrasive camera lens cleaner to a soft, dry cloth.
   - Avoid using an excessive amount of cleaner and applying the cleaner directly to the lens.
   - Abrasive cleaners, solvents or other harsh chemicals might scratch the lens.
2. Lightly wipe the cleaning cloth over the lens.
3. If you don't intend to use the projector immediately, replace the lens cap.

Cleaning the Fan Intake Filter

The fan intake filter on the bottom of the projector catches dust and particles in the air. If the filter becomes clogged, the projector does not cool properly and may malfunction. To prevent this, clean the filter after every 100 hours of use.

1. Turn off the projector and unplug the power cord.
2. Remove the lamp door.
   - Remove the screw on the outside of the lamp door (Figure 27).
   - Pull the lamp door up and remove it.

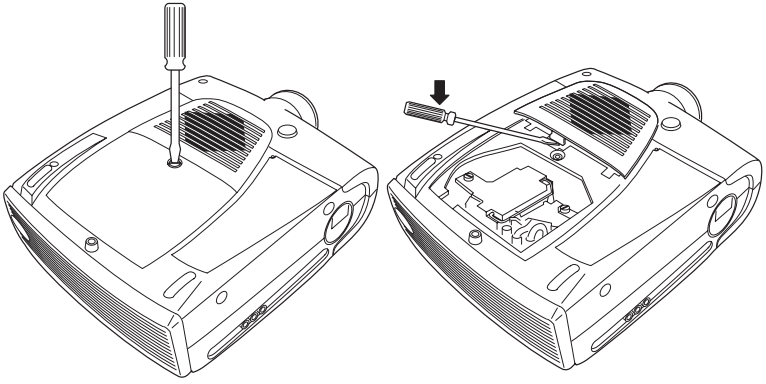

FIGURE 27

Removing the lamp and filter doors

3 Using a screwdriver or your hand, push the tab on the filter door forward and lift the door out.

4 Clean the filter.

- Use a vacuum cleaner set on low power to remove the dust and dirt.

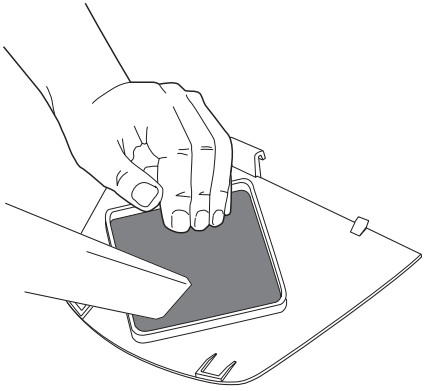

FIGURE 28

Cleaning the air filter

5 Replace the filter.

- First, insert the side with the tabs, then press the other end in place.

Replacing the Projection Lamp

The lamp hour counter in the Status menu counts the number of hours the lamp has been in use. After 3000 hours of use, the lamp monitor LED, marked on the top of the projector near the keypad, lights yellow. For optimum results, the lamp should be replaced at this time. You can order new lamp modules from your InFocus dealer. See "Accessories" on page 51 for information.

Follow these steps to replace the projection lamp:

1. Turn off the projector and unplug the power cord.
2. Wait 30 minutes to allow it to cool thoroughly.
3. Using a small, flat-blade screwdriver, loosen the screw on the outside of the lamp door (Figure 29).
4. Pull the lamp door up and remove it.

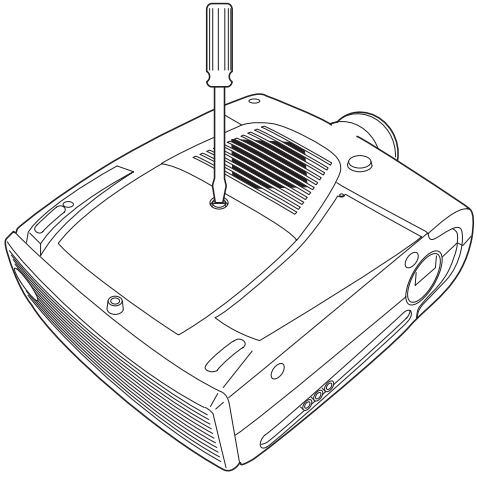

FIGURE 29

Removing the lamp module door

5. Loosen the two non-removable screws on the outside of the module (Figure 30).
6. Remove the module by grasping its handle and pulling it out of the projector (Figure 30).

WARNING: *To avoid burns, allow the projector to cool for at least 30 minutes before you open the lamp module door. Never extract the lamp module while the lamp is operating.*

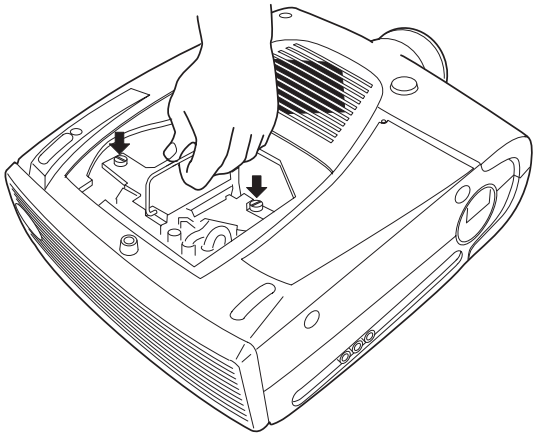

FIGURE 30

Removing the lamp module

WARNING: *Do not drop the lamp module or touch the glass bulb! The glass may shatter and cause injury.*

7 Align the new lamp module in the correct direction.

8 Gently push the module in as far as it goes.

9 Tighten the screws on the outside of the module.

10 Reposition the lamp door.

11 Tighten the lamp door screw.

12 Plug in the power cord and turn the projector back on. The lamp monitor light and lamp hour counter in the Status menu are automatically reset.

Replacing the Batteries in the Remote Control

The life of the batteries depends on how often and how long you use the remote. Symptoms of low battery charge include erratic responses when using the remote and a reduced range of operation.

Follow these steps to replace the batteries:

1. Turn the remote face down in your hand.
2. Slide the battery cover off the end of the remote by pressing on it with the heel of your hand.
3. Remove the old batteries.
4. Install two new AA alkaline batteries. Make sure you install each in the correct direction.
5. Slide the battery cover back on the remote.

Using the Kensington Lock

The projector has a Kensington Security Standard connector for use with a Kensington MicroSaver Security System (Figure 31). Refer to the information that came with the Kensington System for instructions on how to use it to secure the projector.

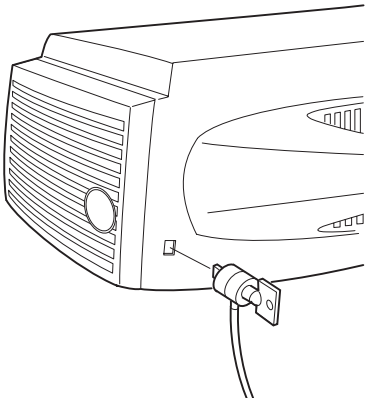

FIGURE 31

Installing the Kensington lock

Troubleshooting

If you're experiencing trouble with the projector, follow these steps to make sure everything is properly connected before you call Technical Support for assistance.

1. Check cable connections. Verify that all computer, CableWizard and power cables are properly connected.
2. Verify that all power is switched on.
3. Verify that the projector is not in standby (the Standby LED on the keypad is lit when the projector is in standby).
4. If the projector still doesn't display an image, restart the computer.
5. If the problem still exists, unplug the cable from the computer and check the computer monitor's display. The maximum resolution that the projector can display is 1280x1024 pixels, preferably 1024x768. The problem might be with the graphics controller in your computer rather than with the projector. When you reconnect the projector, remember to turn the computer and monitor off before you power up the projector. Power the equipment back up in this order: projector, monitor, computer.
6. If you're using a laptop computer and it is not displaying your presentation, make sure you have activated the computer's external video output. Most laptop computers do not automatically turn on their external video port when a secondary display device such as a projector is connected. Refer to page 53 for more information.
7. If the problem still exists, read through the problems and solutions in this chapter.

NOTE: *Macintosh computers require a specific power-up sequence: the projector must be turned on before you turn on the computer.*

Solutions to Common Problems

Problem: Nothing on projection screen

- Make sure that the power cord is properly connected to a functional AC electrical outlet. Make sure that the power cord is also properly connected to the projector and the green Power LED is lit.
- If the projector is plugged into a power strip, make sure the power strip is turned on.
- Make sure you have removed the lens cap from the projection lens at the front of the projector.
- Make sure the projector is turned on.
- Check the projector's lamp to ensure that it is securely connected in the lamp module. See "Replacing the Projection Lamp" on page 39.
- Make sure that the CableWizard and the cables do not have any bent pins. Check the power cord for bent pins also.

Problem: Color or text not being projected

- You might need to adjust the brightness up or down until the text is visible. Refer to "Brightness + or -" on page 22 for more information.
- Verify that the appropriate input source is selected. See "Computer" on page 22 or "Video" on page 23.

Problem: The screen resolution is not right

- Make sure the computer's graphics card is set for a resolution of no greater than 1280x1024.

Problem: Image isn't centered on the screen

- Reposition the image. Refer to "Horizontal position" on page 30 and "Vertical position" on page 30.
- If you're using an extension cable between the CableWizard and the projector, make sure it's InFocus-approved.

Problem: Only the start-up screen displays

- Verify that the cables are connected correctly. Check to see that the CableWizard computer cable is correctly connected to the monitor connector on the computer (this is the connector where your monitor cable usually goes.) See page 6 for connection procedures.
- Verify that the proper input source is connected. See "Computer" on page 22 or "Video" on page 23.
- You might need to turn everything off and power up the equipment again. Make sure you power up in this order: projector, computer monitor, computer. It is especially important that you follow this sequence for Macintosh computers.
- Make sure your computer's graphics board is installed and configured correctly.

  If you're using Windows 3.x:

  1. In the Windows Program Manager, double-click the Windows Setup icon in the Main program group.
  2. Verify that the Display setting is 1280x1024 or less.

  If you're using Windows 95 or Windows 98:

  1. Open "My Computer" icon, the Control Panel folder and then the Display icon.
  2. Click the Settings tab.
  3. Verify that the Desktop area is set to 1280x1024 or less.

Also check the following:

- Does your computer have a compatible graphics board? The projector isn't CGA or EGA compatible.
- Is your computer's graphics board turned on? This is especially true for laptop computers. See "Portable and Laptop Activation Chart" on page 53.

Problem: Image is too wide or narrow for screen

- You might need to manually adjust the tracking to reduce or enlarge the projected image. Refer to “Manual Tracking” on page 30.
- Adjust the resolution of your monitor if it’s greater than 1280x1024. Only this resolution at 75 Hz or less will display on the projector.

Problem: Image is out of focus

- Turn the projection lens to focus the image.
- Make sure the projection screen is at least 4 feet (1.2m) from the projector.
- Make sure the projector is turned off, then check the projection lens to see if it needs cleaning.

Problem: Image and menus are reversed left to right

- Rear projection mode is probably turned on. Switch back to forward projection from the Controls menu. The image should immediately return to forward projection. See “Rear Projection” on page 32.

Problem: Image and menus are upside down

- Ceiling mode is probably turned on. Turn off the mode from the Controls menu. The image should immediately return to forward projection. See “Ceiling Projection” on page 32.

Problem: the projector displays vertical lines, “bleeding” or spots

- Adjust the brightness. See “Brightness + or -” on page 22.
- Make sure the projector is turned off, then check the projection lens to see if it needs cleaning.

Problem: no sound

- Press the mute button.
- Adjust volume.
- Verify audio/input connections.
- Adjust audio source.

Problem: Image is "noisy" or streaked

Try these steps in this order.

1. Deactivate the screen saver on your computer.
2. Turn **Auto Image** off and then back on again. See "Auto Image" on page 29.
3. Adjust the synchronization and tracking manually to find an optimal setting. See "Manual Sync" on page 29 and "Manual Tracking" on page 30.

- If you're using an extension cable between the CableWizard and the projector, make sure it's InFocus-approved.
- The problem could be with your computer's graphics board. If possible, connect a different computer.

Problem: Projected colors don't match the computer or video player's colors

- Adjust the brightness, tint and / or contrast from the Display menu. Just as there are differences in the displays of different monitors, there are often differences between the computer image and the projected image. See "Brightness + or -" on page 22, "Tint" on page 25, and "Contrast" on page 25.

Problem: Lamp seems to be getting dimmer

- The lamp begins to lose brightness when it has been in use for a long time. Replace the lamp as described in "Replacing the Projection Lamp" on page 39.

Problem: Lamp shuts off

- A minor power surge may cause the lamp to shut off. Turn the projector off, wait at least 30 seconds, then turn it back on.

Problem: Remote not operating correctly

- You might need to replace the batteries. See "Replacing the Batteries in the Remote Control" on page 41.
- Make sure you're pointing the remote at the top of the projector, or at the projection screen.
- Make sure the remote is within its operating range of 25 feet.

Before calling your dealer or InFocus Technical Support for assistance, please have the following information available:

- the projector's serial number (located on the bottom label)
- the resolution of your computer.

Call InFocus Technical Support at **1-800-799-9911**. Support is free between 6 a.m. and 6 p.m. PST, Monday through Friday. Support is available in North America after hours and on weekends for a fee at **1-888-592-6800**.

Or, send us an e-mail at techsupport@infocus.com

In Europe, call InFocus in The Netherlands at **(31) 35-6474010**.

In Asia, call **(65) 332-0659**.